# Department of Transportation Division of Motor Vehicles Technology Initiatives Update

## Information Technology Oversight Committee Status Report

### February 2, 2012

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# HB1779 Vehicle Property Tax Collection System

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# HB1779 VPTC System

## Objective

- Legislative mandate, House Bill 1779 signed into law in 2005.
- To collect vehicle property tax at the same time as vehicle registration in a single payment.
- Reduce amount of uncollected vehicle property taxes for registered vehicles in North Carolina.
- Provide a consistent vehicle valuation process for all registered vehicles.
- Load one year of historic vehicle property tax data for each registered vehicle from the 100 county systems in use today.
- Perform Situs addressing, proration and fully compliant with NC G.S. 105-330.

# HB1779 VPTC System

## Procurement for Property Tax System

- Project direction and design reassessed in 2011.
- Project design was changed to a modularized design to
    - Reduce the impact or amount of changes to STARS
    - Utilize current technology
    - Host Vehicle Taxation Solution within DOR
- Provide credit card payment option for the citizen.
- Provide a standard interface for historical data to be imported into the HB 1779 solution
- Provide standard interface to County systems to include financial and real property taxation systems.

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# HB1779 VPTC System

## Current Status

- Vehicle Tax System (VTS) evaluation of vendor proposals currently in progress. Planned award March 2012.

- Credit Card Payment System RFP development in progress.

- Changes to STARS to accommodate vehicle property tax bill and payment design in progress

- Detailed requirements for data from legacy county tax systems in development

- LPA and DMV office modifications for acceptance of card payments (PCI) being scheduled

# HB1779 VPTC System

## Project Timeline

- VTS Contract Award                              4/6/12
- VTS System Implementation                       10/31/12
- Complete County Data Extract Process            11/16/12
- System Test Complete                            12/31/12
- Acceptance Test Complete                        2/28/13
- Implementation Rollout Begins                   4/1/13

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# HB1779 VPTC System

## Partnerships

- Vehicle Tax Collection Solution is a partnership among DMV, DOR, DOT IT and the 100 NC Counties.

- DMV and DOT IT are leading the solution effort.

- DOR will host the VTS solution

- DMV will collect on behalf of DOR

- Counties will maintain responsibility for the accuracy of the property taxes utilizing DOR VTS system

# HB1779 VPTC System

## Benefits

- Improvement to Citizens with additional payment method options and single bill for Registration and Vehicle Property tax

- Counties will improve "on time" vehicle property collection

- State-wide universal vehicle valuation

- Counties will have real time access to data concerning vehicle registration and tax collection status

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# **Next Generation Secure Driver License System**

# Next Generation Secure Driver License System

## Objective

- Compliance with REAL ID Act of 2005

- Increase Driver License/ID Card security

- Eliminate fraud and identity theft

- Enhance the security and integrity of  the driver license system

- Make the current system easier to maintain

- Improve end-to-end process and workflow

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# Next Generation Secure Driver License System

## Procurement of Service Provider Vendor

- Business objectives RFP

- Contract awarded to Morpho Trak Safran Group

- Contract awarded in June 2010

- $45.8M over 9 years, seven year term with two – one year options  ($2.12 per card, 2.4M cards per year)

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# Next Generation Secure Driver License System

## Current Status

- Completed first round American Association of Motor Vehicle Administrators (AAMVA) independent review and evaluation. Deemed by AAMVA to be "the first tamper proof AAMVA 2010 DL/ID standard compliant driver license and ID".

- Received North Carolina's first A grade for driver licenses and ID cards

- Approval of improved facial recognition (FR) engine and fraud detection/prevention capabilities

- Verification and validation of data migration from current system to new encrypted database

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# Next Generation Secure Driver License System

## Contract Issues

- Number of contract and project management issues

- Stop Work Order July 12, 2011, resolved October 25, 2011

- Breach notification due to disagreement over additional hours related to interfacing with SADLS

- Currently in negotiation to resolve breach issues

- Work is continuing full steam ahead

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# Next Generation Secure Driver License System

## Project Timeline

- Development Complete          6/25/12
- System Test Complete          8/30/12
- User Acceptance Test Complete    11/30/12
- Pilot Complete                 12/31/12
- Phased Rollout Complete        3/30/13

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# Next Generation Secure Driver License System

## Customer Service Benefits

- @Home Portal Pre-Enrollment and Appointment Scheduling
  - ✓ Check wait times, license status, determine documentation needs
  - ✓ Schedule appointment
  - ✓ Better interaction and responsiveness from DMV customer service
  - ✓ Easier access to information related to all DMV services

- Improved customer conveniences and services
  - ✓ Secure Tamper proof driver license or ID
  - ✓ Pay with Credit Card/Debit Card
  - ✓ For renewal customers, license mailed after two (2) days
  - ✓ Electronic signatures

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# Next Generation Secure Driver License System

## Efficiency Improvements for DMV

- **To Employees:**
  - ✓ Less data entry, reduces keying errors and rework
  - ✓ User friendly screens
  - ✓ Better decision making tools
  - ✓ Real time facial recognition and biometric customer tracking
  - ✓ Improved automation between tasks
  - ✓ Improved process flow
  - ✓ Improved security

- **To Management**
  - ✓ Better fraud prevention and detection
  - ✓ Better auditing, logging and reporting tools
  - ✓ Easier access to customer information
  - ✓ Dashboard analysis of branch offices

# STARS/SADLS Replacement Project

# STARS/SADLS Replacement Project

## Objective

- **Legislative Mandate 2011 Appropriations Act**
  - ✓ Directs DOT to develop a plan and timeline to replace both systems
  - ✓ Authorizes DOT to use statutory sources of funding and bulk data fees, and directs it to develop a strategy for additional funding
  - ✓ Directs that priority for replacement and funding shall be to STARS

- **Modernize the technology platform utilized by STARS/SADLS**
  - ✓ Reduce operational and maintenance costs.
  - ✓ Improve flexibility of systems for enhancements and changes resulting from operational and legislative changes.

- **Review, identify and implement Business Process Improvements**

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# STARS/SADLS Replacement Project

## Procurement Phases

- Planning Phase
  - ✓ RFP to procure vendor with large-scale system planning expertise
  - ✓ Develop requirements and technical architecture roadmap to replace STARS and SADLS
  - ✓ Identify other DOT and partner interface impacts
  - ✓ Identification of business process improvement areas

- Implementation Phase
  - ✓ Procure integration vendor to provide
    - o Software
    - o Business Process Reengineering
    - o Training
    - o Deployment assistance

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# STARS/SADLS Replacement Project

## Current Status

- RFP for Planning currently in procurement review
- Other states recent efforts with DMV modernization survey completed
- Challenge with DMV business and IT resources due to competing priorities:
  - ✓ HB1779 Vehicle Property Tax Collection
  - ✓ Next Generation Secure Drivers License
  - ✓ Motor Vehicle Inspection and Emission replacement system
  - ✓ Payline, TraCS Upgrade and Trip Permits projects

# STARS/SADLS Replacement Project

## Schedule

| | |
|---|---|
| • Posting of Planning RFP | February 2012 |
| • Award of Planning RFP | May 2012 |
| • Completion of Planning Initiative | September 2012 |
| • Complete Implementation RFP | December 2012 |
| • Posting of Implementation RFP | January 2013 |
| • Award of Implementation RFP | May 2013 |
| • Updated Implementation Schedule | July 2013 |

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# STARS/SADLS Replacement Project

## Benefits

- Improve customer relations with customer centric DMV
- Reduced operational and maintenance expense
- Provide an integrated and adaptable system with ability to deal with policy or legislative changes experienced within the DMV
- Enhance the ability to share data across NCDMV systems and with approved external partners
- Migrate to a paperless registration and titling environment to reduce fraud and security risks, and to eliminate physical production and distribution costs

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